

SFC Student Case Kiosk Check-In

Web  
Check-In  
*using Student ID #*

Web  
Check-In  
*without Student ID #*

Return  
Check-In  
*I received a text  
message!*

Continue

# Step 1



# Step 2

Students who select to check in using their student ID # will see this screen

Questions with \* are required fields.

Enter Your Student ID

Student ID# \*

Cell Phone Number \*

Please select...

Cell Phone Provider \*

Text Op-In \*

Yes

No

[Text Messaging Opt-In?](#)

When you opt-in, you are only agreeing to receive text messages about this case. Standard text messaging and data rates may apply.

I have a question for the... \*

Please select...

I have a question about... \*

Please select...

How much notification do you need in order to come to the SFC

Please select...

Message

I am requesting to come to the Students First Center to ask about the question above. I understand that the text message I receive is for service at the Students First Center. I also understand that if I need to be referred to a separate office or person, there may be additional wait time.

Click to acknowledge possible wait time... \*

☐

I understand there may be additional wait time after coming to the Students First Center

Cancel

Submit

Questions with \* are required fields.

### Enter Your Information

First Name \*

Last Name \*

Email \*

Cell Phone Number \*

Please select...

Cell Phone Provider \*

Text Opt-In \*

Yes

No

#### [Text Messaging Opt-In?](#)

When you opt-in, you are only agreeing to receive text messages about this case. Standard text messaging and data rates may apply.

I have a question for the... \*

Please select...

I have a question about... \*

Please select...

How much notification do you need in order to come to the SFC

Please select...

Message

I am requesting to come to the Students First Center to ask about the question above. I understand that the text message I receive is for service at the Students First Center. I also understand that if I need to be referred to a separate office or person, there may be additional wait time.

Click to acknowledge possible wait time... \*

☐

I understand there may be additional wait time after coming to the Students First Center

Cancel

Submit

# Step 2

Students who select to check in without using their student ID # will see this screen

**Profile Information**

Student ID#

Name

Cell Phone Number \*

Cell Phone Provider \*

Please select...

#### Text Messaging Opt-In?

When you opt-in, you are only agreeing to receive text messages about this case. Standard text messaging and data rates may apply.

Choose One \*

Yes

No

I have a question for the... \*

Please select...

I have a question about... \*

Please select...

I would prefer to ... \*

☐

come to the SFC

☐

receive an Email

How much notification do you need in order to come to the SFC

Please select...

This time is how we determine how far in advance to text/email you. For example, if you select 60 minutes, we will text/email you 60 minutes before we are ready to help you.

Message

I am requesting to come to the Students First Center to ask about the question above. I understand that the text message I receive is for service at the Students First Center. I also understand that if I need to be referred to a separate office or person, there may be additional wait time. \*

☐

I understand there may be additional wait time after coming to the Students First Center

Submit

# Step 2

Students can also check-in with Single Sign On. This is done from anywhere on campus and is not offered in the SFC Lobby iPad.



SFC Check-In | Return Processed

**Thank you for using our Web Check-In Tool!**



Finished | Exit

**Confirmation shown to student  
after successful check-in.**



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## REQUEST RECEIVED

Your check-in to the Students First Center has been confirmed.  
You will receive a text or email when it is time for you to meet with a representative.

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**Case Number: {!Case.CaseNumber}**

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in the 21st century, with a mission of research, teaching and service.

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University of California, Merced

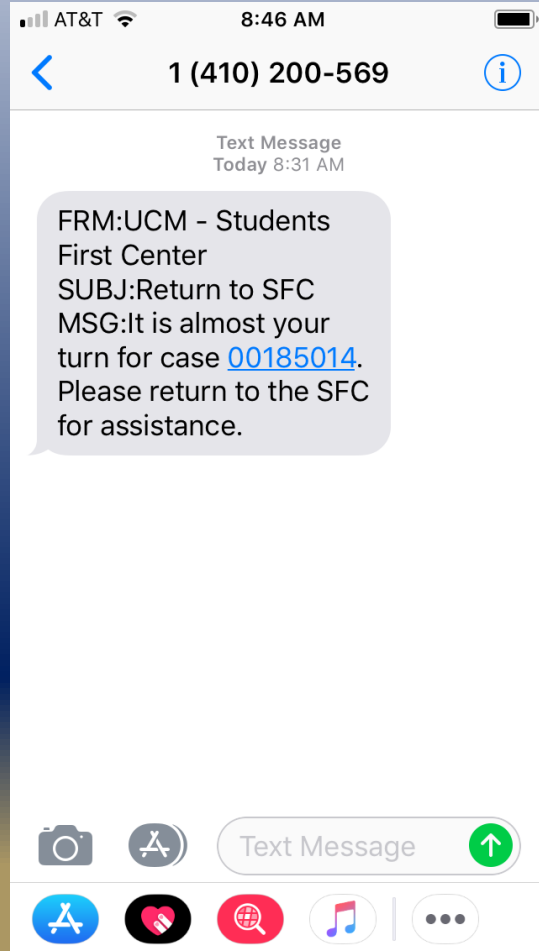
5200 N. Lake Road  
Merced, CA 95343  
209-228-4400

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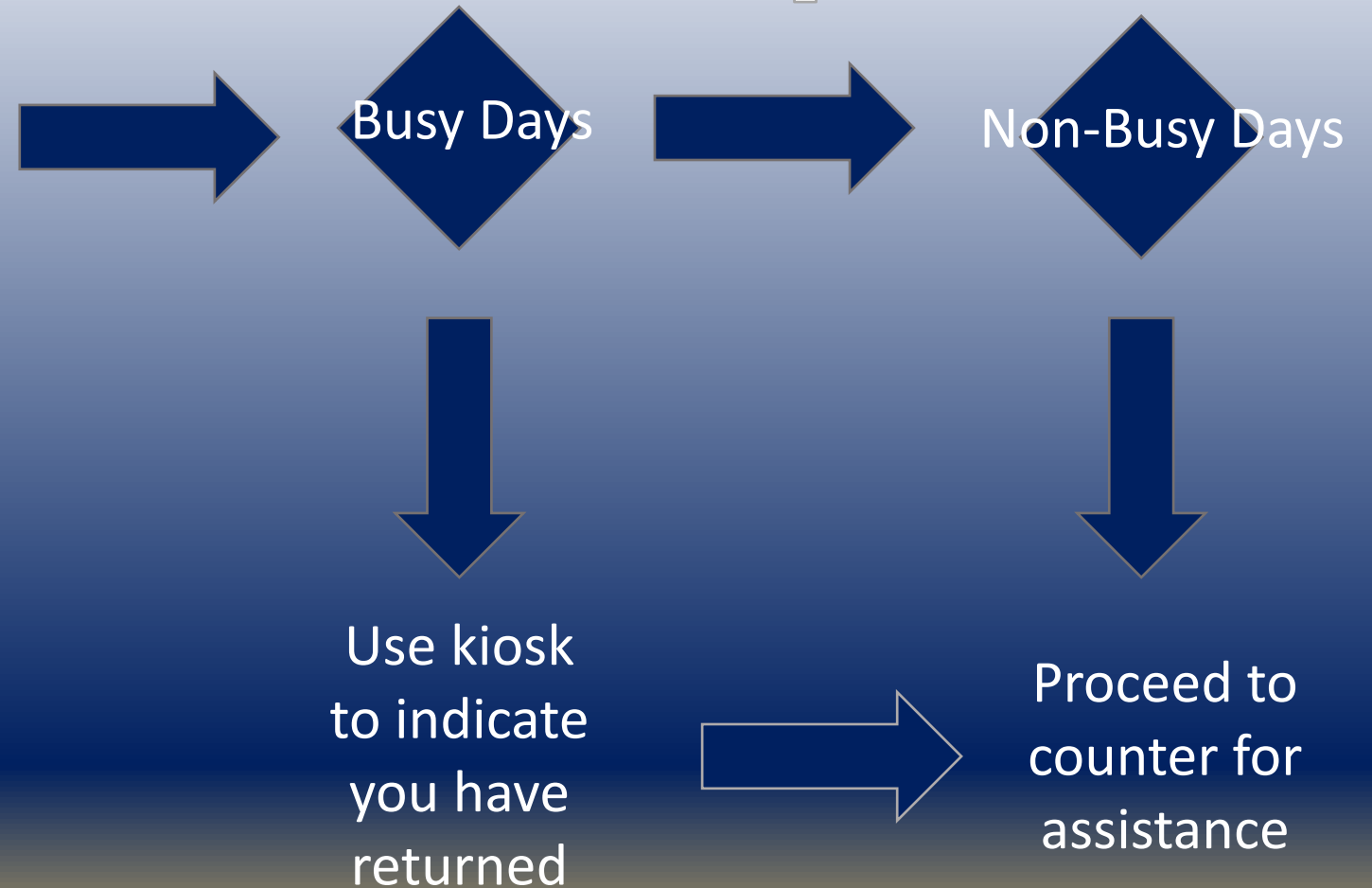
# Step 3

**Auto-response sent to the student when the case is created in Salesforce.**

## First text sent to student



## Step 4



SFC Student Case Kiosk Check-In



Continue

## Step 5

**After receiving the text or notification, the student will return to the iPad and click on the Return Icon.**

Case Text Received Returned to SFC

Enter Your Case # or Student ID \*

Case # Example: 00123456

Cancel

Search

**The student will enter  
the case #, student  
ID# or email to  
search for case**

Case Text Return

No Case #

Case No.

Name

Created On

Status

A case was not found, search again or ask a Students First Center staff member for assistance.

Case Subject

[Check to Verify](#) | [Confirm Return](#)

☐

Confirming I'm here at the Students First Center

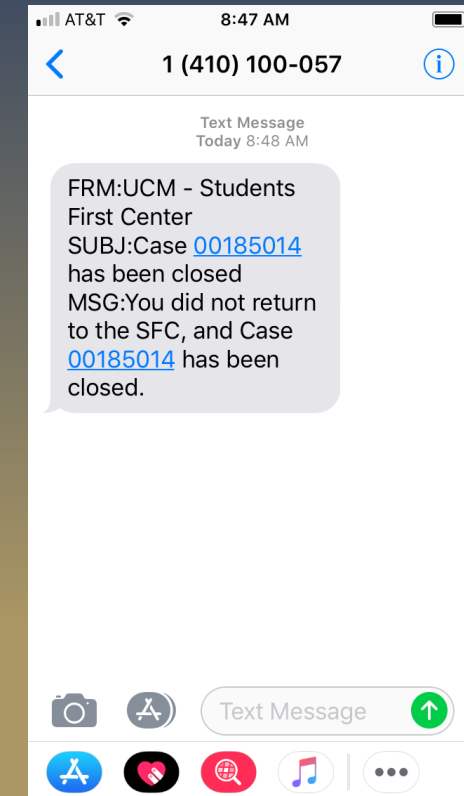
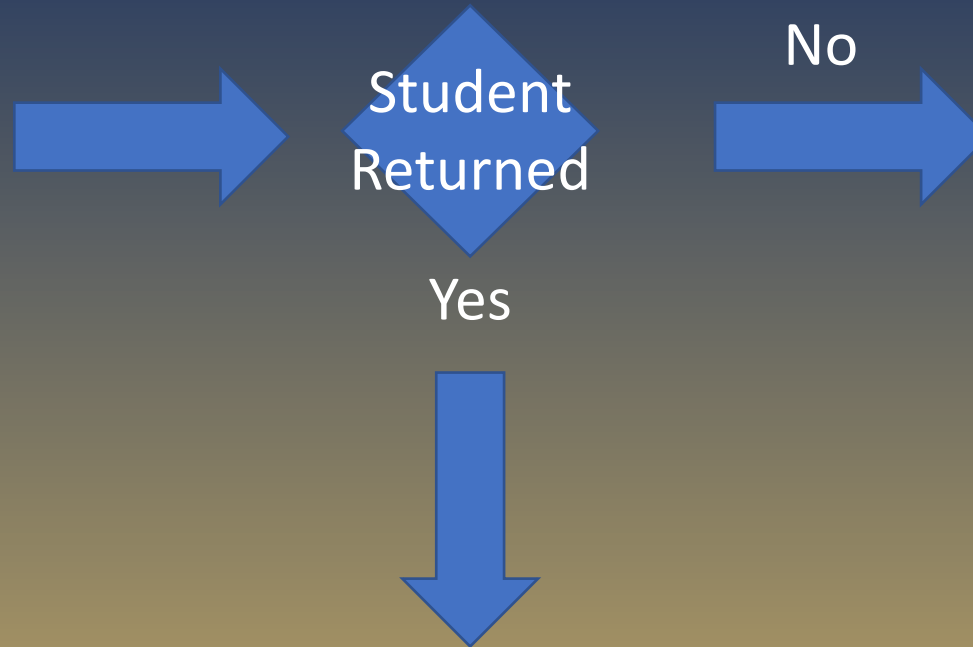
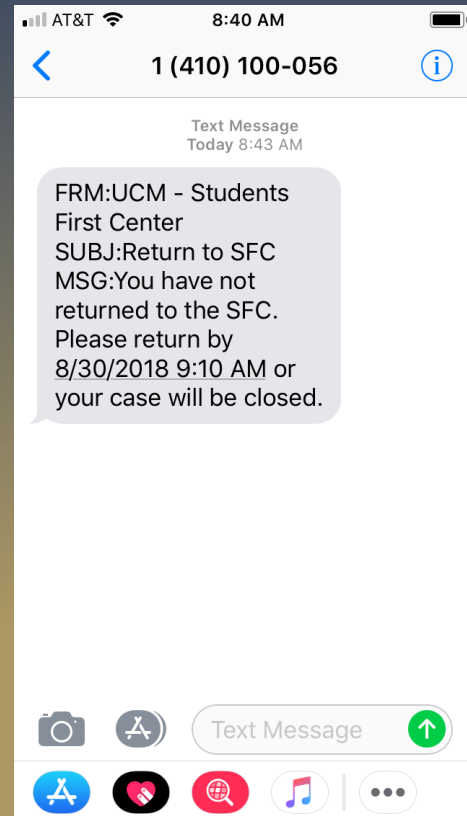
Cancel

Yes! I'm Here

If case is found, then student will confirm by saying 'Yes! I'm Here.' If not, then they can cancel and search again. Cases will only display on this page if they are "New," "First Notification Sent," "Second Notification Sent," or "No Show" and case was last updated within the past 2 days.

Student did  
not return

## Step 6



The Web Check-In Tool is currently unavailable,  
please revisit this web site during the hours below.



The SFC Case Check-in Return  
web site is available during the hours of:

**Monday - Thursday 8am - 4pm**  
**Friday - 8am - 2:30pm**

Thank you,  
UC Merced Students First Center

**Students receive this  
message if they try to  
create a case using one of  
the webforms outside of  
normal business hours.**